

## POSITION DESCRIPTION

### SUPPORT COORDINATOR / SENIOR CASE MANAGER

#### OVERVIEW

<b>Program:</b>	Sacred Heart Local
<b>Reports to:</b>	Area Coordinator
<b>Supervise:</b>	Support staff
<b>Date of Last Review:</b>	July 2018
<b>Classification:</b>	Social and Community Services Employee Level 4 Sacred Heart Mission Enterprise Agreement 2013 or subsequent Agreements

#### ORGANISATION CONTEXT

Sacred Heart Mission (SHM) works with people whose capacity to participate fully in community life is affected by deep, persistent disadvantage and social exclusion. Since opening our doors in 1982, the Mission has been providing a range of innovative, relationship based service responses which enable people to overcome disadvantage and realise their full potential. As a trauma informed organisation, our shared recognition of the impact of trauma informs and guides all of our interactions with the people who access our services.

SHM is an Equal Opportunity Employer and an Environmental Sustainability driven organisation. We provide equal employment opportunities to all employees without regard to race, colour, religion, gender, national origin, age or disability. We ensure staff and volunteers operate from fit for purpose facilities that adopt green building design and practices.

SHM has a number of staff committees across the organisation committed to championing best practice in these areas. Our EEO groups lead by example to break down the barriers to inclusion and to foster a diverse workplace where people are free from discrimination and disadvantage and are treated with respect and dignity. Our Green team has set targets for developing SHM's environmental profile as a sustainable organisation and as a leader in the sector.

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Date created:	December 2016	Prepared by:	Manager People & Culture		
Date Updated:	N/A	Updated by:	N/A		
Review Date:	December 2019	Approved by:	Manager People & Culture		

## **VISION**

Our vision is of an inclusive, fair and compassionate community, which enables people to overcome disadvantage and realise their full potential.

## **MISSION**

Our mission is to build people's capacity to participate more fully in community life, by addressing the underlying causes of deep, persistent disadvantage and social exclusion.

### **We do this by:**

- Ensuring access to the necessities of food, clothing, housing, health care and specialised services.
- Listening, understanding and responding to people in a holistic, caring, and respectful way, so they can take control of their lives.
- Delivering accessible, responsive, evidence informed and innovative services.
- Welcoming people in the spirit of social justice, co-operation and partnership to create better communities.
- Engaging sector partners, researchers, philanthropy, business, government and the broader community, to contribute their time, expertise and resources.

## **PROGRAM INFORMATION**

Sacred Heart Mission's Client Services Division is made up of two areas; Service Hubs and Individualised Planned Support, and Ongoing Support. Our Ongoing Support area includes Sacred Heart Community (residential care facility), Sacred Heart Local (home-care and NDIS services) and the Rooming House Plus Program (residential and case management). These programs are specifically targeted at people who are homeless, at risk of homelessness and /or socially disadvantaged. Sacred Heart Local is responsible for the delivery of NDIS, CHSP and Consumer Directed Care Packages to older people living in the community to safely maintain their familiar environment as long as possible.

## **PURPOSE OF THE POSITION**

The Support Coordinator / Senior Case Manager will ensure Sacred Heart Local provides high quality, effective and caring service to care recipients in accordance with SHM's values and legislative and funding requirements. The Senior Case Manager may also be assigned a portfolio of the program's operations, as required.

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## KEY RESPONSIBILITIES

Accountability	Major Activities
<b>Service Coordination</b>	<ul style="list-style-type: none"> <li>▪ Ensure Sacred Heart Local operates in accordance with SHM's Vision, Mission &amp; Values statement and with funding and legislative requirements.</li> <li>▪ Ensure services are delivered to clients using social inclusion and trauma informed principles</li> <li>▪ Contribute to the implementation of continuous quality improvement initiatives at Home Care</li> <li>▪ Ensure staff are supervised appropriately and supported in a way that ensures the best possible outcomes for clients.</li> <li>▪ Undertake duties as required</li> </ul>
<b>Client Support</b>	<ul style="list-style-type: none"> <li>▪ Undertake assessments, care planning and care coordination activities required to meet the diverse needs of the clients in accordance with both the National Disability Insurance Scheme and the Consumer Directed Care standards and guidelines</li> <li>▪ Adopt an assertive engagement and relationship-based approach utilizing good practice strategies to engage community member in appropriate service response</li> <li>▪ Facilitate the application of Social Inclusion principles into day to day work practices.</li> <li>▪ Maintain care plans and client database in a timely and accurate way.</li> </ul>
<b>Staff Support</b>	<ul style="list-style-type: none"> <li>▪ Provide regular, high quality professional supervision for support staff, including opportunities for reflective practice and timely debriefing.</li> <li>▪ Undertake performance development reviews with staff and develop individual training plans to ensure ongoing professional development.</li> <li>▪ Recruit, orientate and mentor new staff as required.</li> <li>▪ Ensure that Occupational Health and Safety policy, procedures and legislative requirements are met.</li> <li>▪ Participate in the On-Call roster</li> </ul>

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Date created: December 2016

Prepared by: Manager People & Culture

Date Updated: N/A

Updated by: N/A

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	<ul style="list-style-type: none"> <li>▪ Oversee the supervision of students on placement at Sacred Heart Local as required.</li> </ul>
<b>Relationship Management</b>	<ul style="list-style-type: none"> <li>▪ Foster and develop positive relationships with internal stakeholders, particularly SHM Community, Services Coordinators, Community Housing Ltd staff, volunteers, and partnership agencies providing services to SHM Local clients.</li> <li>▪ Foster and develop positive relationships with local services and agencies, particularly in relation to our Housing partners.</li> <li>▪ Participate in SHM committee meetings as required including OH&amp;S and Continuous Quality Improvement.</li> </ul>
<b>Professional Development</b>	<ul style="list-style-type: none"> <li>▪ Attend and participate in fortnightly supervision sessions and individual training</li> <li>▪ Attend and participate in regular practice reflection sessions and contribute to a practice culture that is open, honest and reflective</li> <li>▪ Participate in yearly professional development and review meetings and regularly monitor own training and development plan with line manager.</li> </ul>
<b>OH&amp;S</b>	Exercise a duty of care for the health and safety of staff, volunteers and clients in your charge and implement effective OH&S measures to ensure compliance with the <i>Occupational Health and Safety Act 2004 (Vic) Act</i> and related legislative requirements.
<b>RISK</b>	All SHM staff are responsible for considering, identifying and addressing risk (the effect of uncertainty on objectives) whether positive (opportunities) and/or negative (threats).
<b>CQI (Continuous Quality Improvement)</b>	All SHM staff are responsible for identifying areas of the strategic plan that 'add value', and for implementing and monitoring CQI initiatives.
<b>TIC (Trauma Informed Care)</b>	All SHM staff are responsible for engaging in learning and development to integrate their understanding of and responsiveness to the impact of trauma that emphasises physical, psychological and emotional safety for both providers and survivors, and that creates opportunities for survivors to rebuild a sense of control and empowerment.

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**MANDATORY REQUIREMENTS**

- A current Criminal Records Check
- Valid driver’s license to drive in Australia
- A current First Aid certificate

**QUALIFICATIONS**

- Appropriate tertiary degree level qualification, minimum level Diploma, relevant to the delivery of community services - social work, welfare, community development, medical/ nursing and/or social sciences.

**KEY SELECTION CRITERIA**

- Previous experience in service coordination within the National Disability Insurance Scheme (essential).
- Previous experience and knowledge of Consumer Directed Care and Commonwealth home Support programs (highly desirable).
- Proven ability to manage, supervise and provide leadership to a small team in delivering high quality home Care services to clients.
- Demonstrated experience in the establishment and management of models for effective client service.
- Excellent communication skills, both verbal and written.
- High level interpersonal skills, with a demonstrated capacity to work collaboratively with others and exercise influence in a diversity of contexts.
- Ability to participate collaboratively and constructively within teams of peers, staff and other stakeholders, as well as initiative and effective personal judgement when working alone.

**APPROVED BY MANAGER** .....

**ACCEPTED BY STAFF MEMBER** .....

**DATE** .....

***POSITION DESCRIPTION SHOULD BE REVIEWED ANNUALLY OR WHEN POSITION CHANGES***

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